

# Enterprise Incident Report February 2012

As of 3/1/2012

## Public Service Commission

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - First Contact Resolution	
				Low	FCR Total
Public Service Commission	Help Desk	Julie VanBeekum	Novell eDirectory	1 1	1 1
			Novell GroupWise	2 2	2 2
			Product Total	3 3	3 3
		Vicky Marrelli	Internet Explorer	1 1	1 1
			Product Total	1 1	1 1
		Assigned to Individual Total		4 4	4 4
	Metro A Desktop Support	Nancy Hachmeister	Microsoft Office Professional 2010	1 1	1 1
			Product Total	1 1	1 1
		Rodney Austin	None	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		2 1	2 1

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				Low	FCR Total	
Public Service Commission	Metro A Help Desk	Liz Evans	Novell Client for 32-bit Windows	1 1	1 1	
			Product Total	1 1	1 1	
			Assigned to Individual Total		1 1	1 1
		Metro B Desktop Support	Sean Chadbourne	None	1 0	1 0
				Product Total	1 0	1 0
			Assigned to Individual Total		1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	Telephone	1 1	1 1	
			Product Total	1 1	1 1	
			Assigned to Individual Total		1 1	1 1
		Customer Company Total			9 7	9 7
	Customer Company Total				9 7	9 7

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Initial Response	
				Low	MIR Total
Public Service Commission	Help Desk	Julie VanBeekum	Novell eDirectory	1 0	1 0
			Novell GroupWise	2 0	2 0
			Product Total	3 0	3 0
		Vicky Marrelli	Internet Explorer	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		4 0	4 0
	Metro A Desktop Support	Nancy Hachmeister	Microsoft Office Professional 2010	1 0	1 0
			Product Total	1 0	1 0
		Rodney Austin	None	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		2 0	2 0

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				Low	MIR Total
Public Service Commission	Metro A Help Desk	Liz Evans	Novell Client for 32-bit Windows	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Metro B Desktop Support	Sean Chadbourne	None	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Voice Operations	Romanza Hamblin	Telephone	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Customer Company Total			9 0	9 0
Customer Company Total				9 0	9 0

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number -Average time in hours	
				Low	ATTIR Total
Public Service Commission	Help Desk	Julie VanBeekum	Novell eDirectory	1 0.00	1 0.00
			Novell GroupWise	2 0.00	2 0.00
			Product Total	3 0.00	3 0.00
		Vicky Marrelli	Internet Explorer	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Assigned to Individual Total		4 0.00	4 0.00
	Metro A Desktop Support	Nancy Hachmeister	Microsoft Office Professional 2010	1 0.12	1 0.12
			Product Total	1 0.12	1 0.12
		Rodney Austin	None	1 0.07	1 0.07
			Product Total	1 0.07	1 0.07
		Assigned to Individual Total		2 0.09	2 0.09

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				Low	ATTIR Total
Public Service Commission	Metro A Help Desk	Liz Evans	Novell Client for 32-bit Windows	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Assigned to Individual Total		1 0.00	1 0.00
	Metro B Desktop Support	Sean Chadbourne	None	1 0.18	1 0.18
			Product Total	1 0.18	1 0.18
		Assigned to Individual Total		1 0.18	1 0.18
	Voice Operations	Romanza Hamblin Sorensen	Telephone	1 0.08	1 0.08
			Product Total	1 0.08	1 0.08
		Assigned to Individual Total		1 0.08	1 0.08
	Assigned Group Total			9 0.05	9 0.05
Customer Company Total				9 0.05	9 0.05

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	MR Total
Public Service Commission	Help Desk	Julie VanBeekum	Novell eDirectory	1 0	1 0
			Novell GroupWise	2 0	2 0
			Product Total	3 0	3 0
		Vicky Marrelli	Internet Explorer	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		4 0	4 0
	Metro A Desktop Support	Nancy Hachmeister	Microsoft Office Professional 2010	1 0	1 0
			Product Total	1 0	1 0
		Rodney Austin	None	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		2 0	2 0

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				Low	MR Total
Public Service Commission	Metro A Help Desk	Liz Evans	Novell Client for 32-bit Windows	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10
	Metro B Desktop Support	Sean Chadbourne	None	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10
	Voice Operations	Romanza Hamblin	Telephone	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10
	Assigned Group Total			90	90
Customer Company Total				90	90



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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours	
				Low	ATTR Total
Public Service Commission	Help Desk	Julie VanBeekum	Novell eDirectory	1 0.00	1 0.00
			Novell GroupWise	2 0.00	2 0.00
			Product Total	3 0.00	3 0.00
		Vicky Marrelli	Internet Explorer	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Assigned to Individual Total		4 0.00	4 0.00
	Metro A Desktop Support	Nancy Hachmeister	Microsoft Office Professional 2010	1 0.12	1 0.12
			Product Total	1 0.12	1 0.12
		Rodney Austin	None	1 3.40	1 3.40
			Product Total	1 3.40	1 3.40
		Assigned to Individual Total		2 1.76	2 1.76

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				Low	ATTR Total
Public Service Commission	Metro A Help Desk	Liz Evans	Novell Client for 32-bit Windows	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Assigned to Individual Total		1 0.00	1 0.00
	Metro B Desktop Support	Sean Chadbourne	None	1 1.59	1 1.59
			Product Total	1 1.59	1 1.59
		Assigned to Individual Total		1 1.59	1 1.59
	Voice Operations	Romanza Hamblin Sorensen	Telephone	1 0.23	1 0.23
			Product Total	1 0.23	1 0.23
		Assigned to Individual Total		1 0.23	1 0.23
	Assigned Group Total			9 0.67	9 0.67
Customer Company Total				9 0.67	9 0.67

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### Detail

<b>INC000000456227</b>	Trixie Behr	Application	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	3.40
<b>INC000000459816</b>	Sheri Bintz	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Service Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459835</b>	Melanie Reif	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Service Commission	Low	Closed	TTR Missed: No	
<b>INC000000462842</b>	Jamie Dalton	Application	None	Microsoft Office Professional 20		TIR Missed: No	0.12
	Metro A Desktop Support	Nancy Hachmeister	Public Service Commission	Low	Closed	TTR Missed: No	0.12
<b>INC000000463120</b>	Melanie Reif	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Public Service Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000464796</b>	Josh Kerkmann	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Service Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000465328</b>	Sheri Bintz	None	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Sean Chadbourne	Public Service Commission	Low	Resolved	TTR Missed: No	1.59
<b>INC000000468497</b>	Melissa Paschal	Application	None	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Service Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000470088</b>	Sheri Bintz	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Public Service Commission	Low	Resolved	TTR Missed: No	0.23